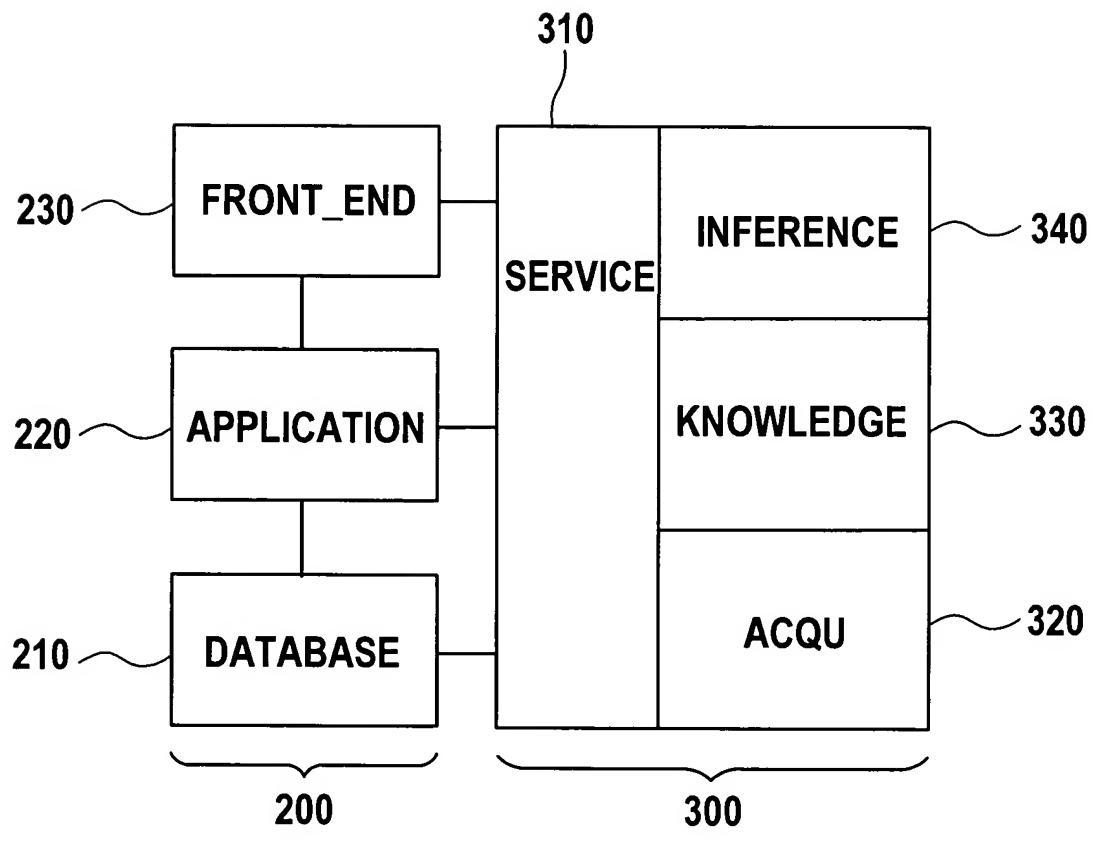
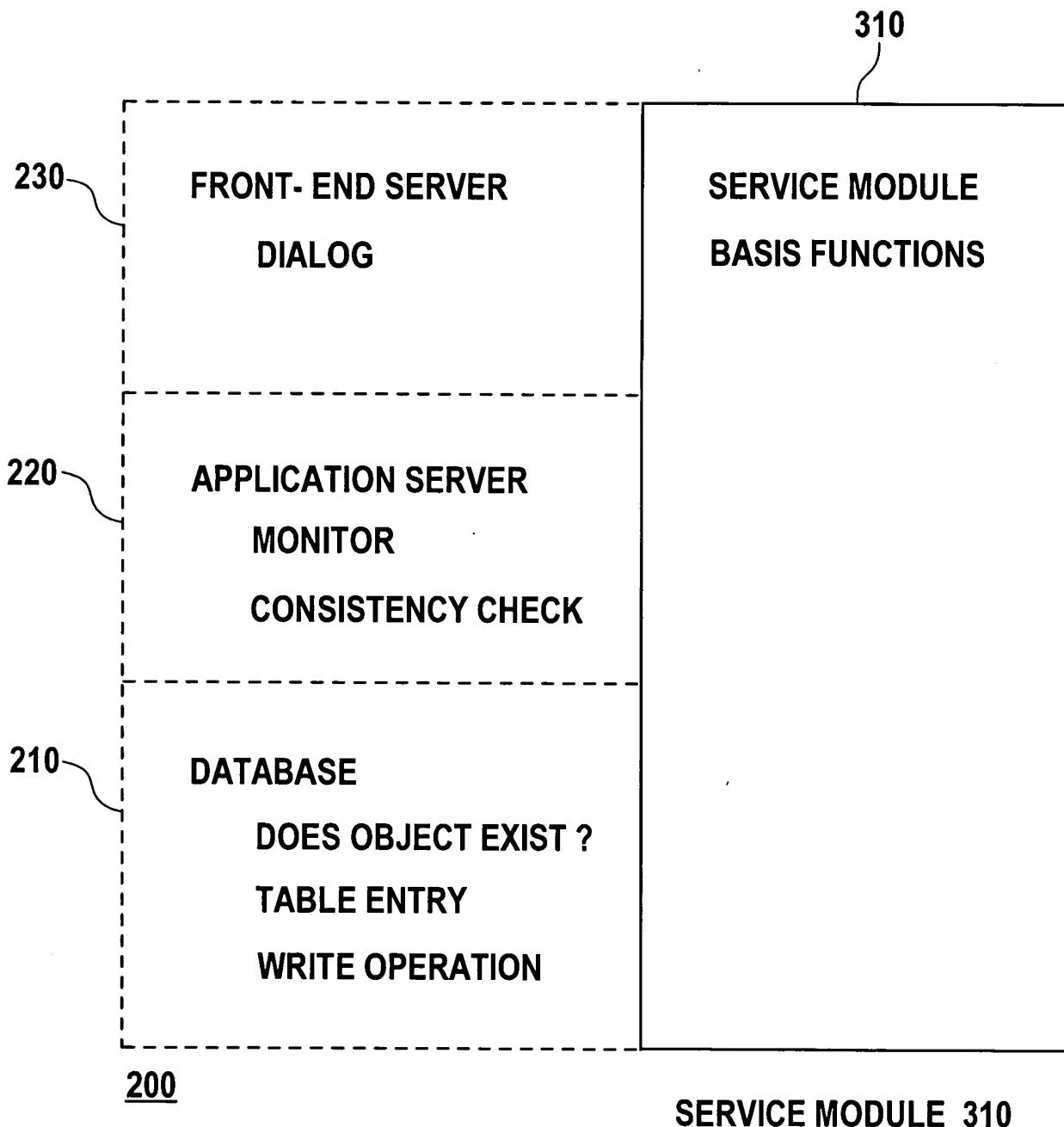


FIG. 1



COMPUTER SYSTEM 200/300

FIG. 2

**FIG. 3**

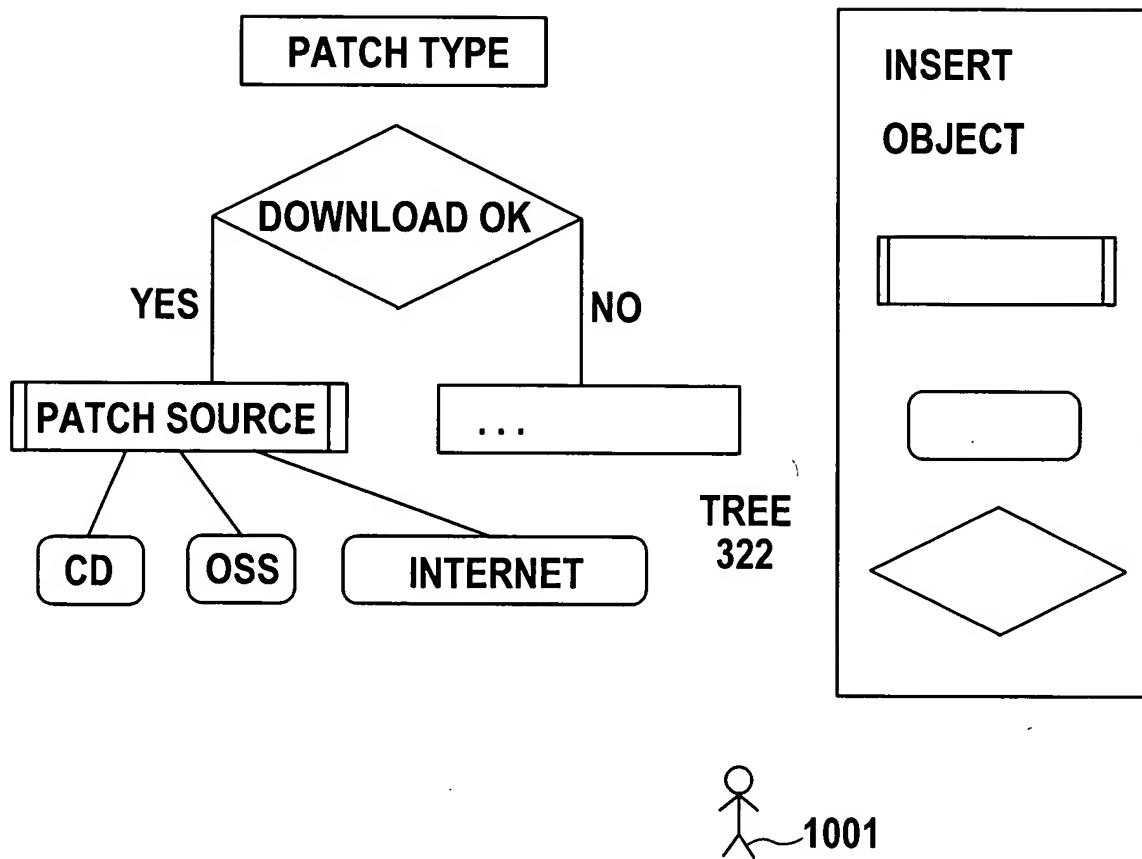
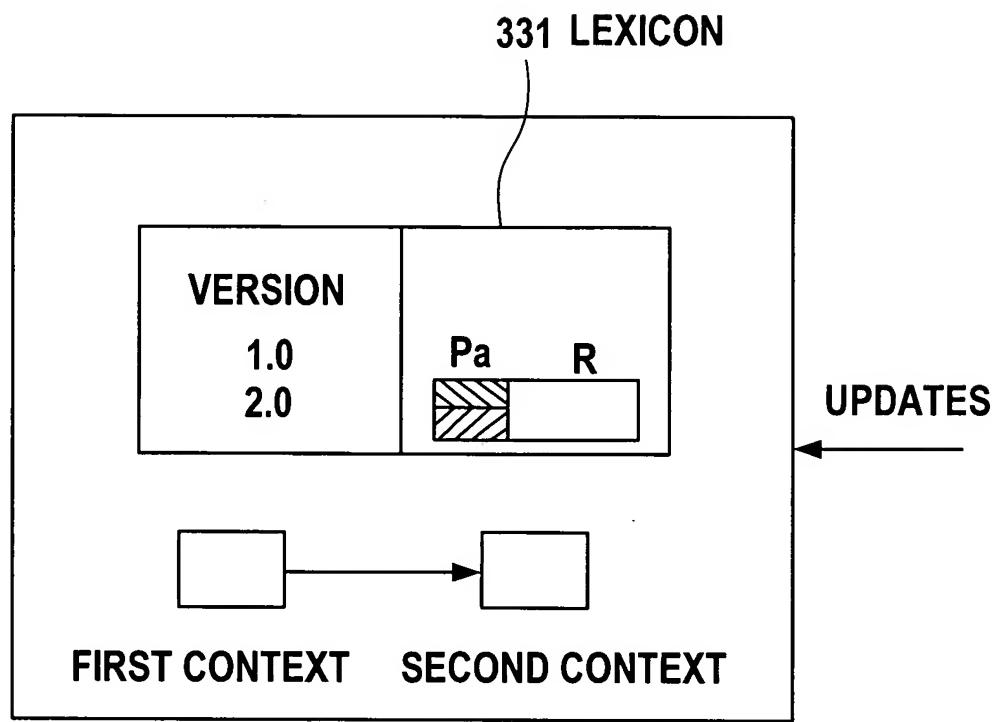


FIG. 4



KNOWLEDGE MODULE 330

FIG. 5

SOLUTION IDENTIFIER

SET OF ADVICES

R TO APPLY

R1, R2, R3

R1, R21, R21, R31, R32

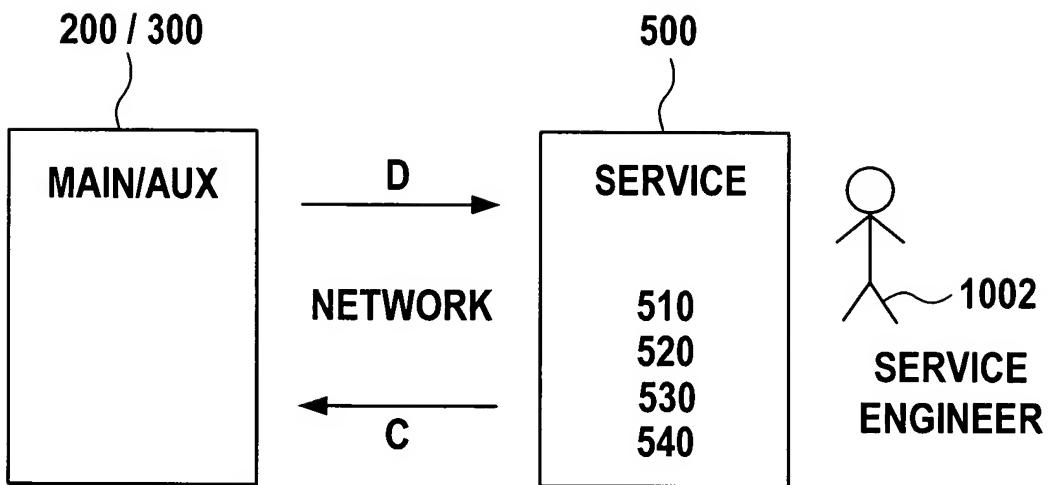
IF THEN

Q1, Q2, Q3 RESERVOIR

LANGUAGE ANALYZER

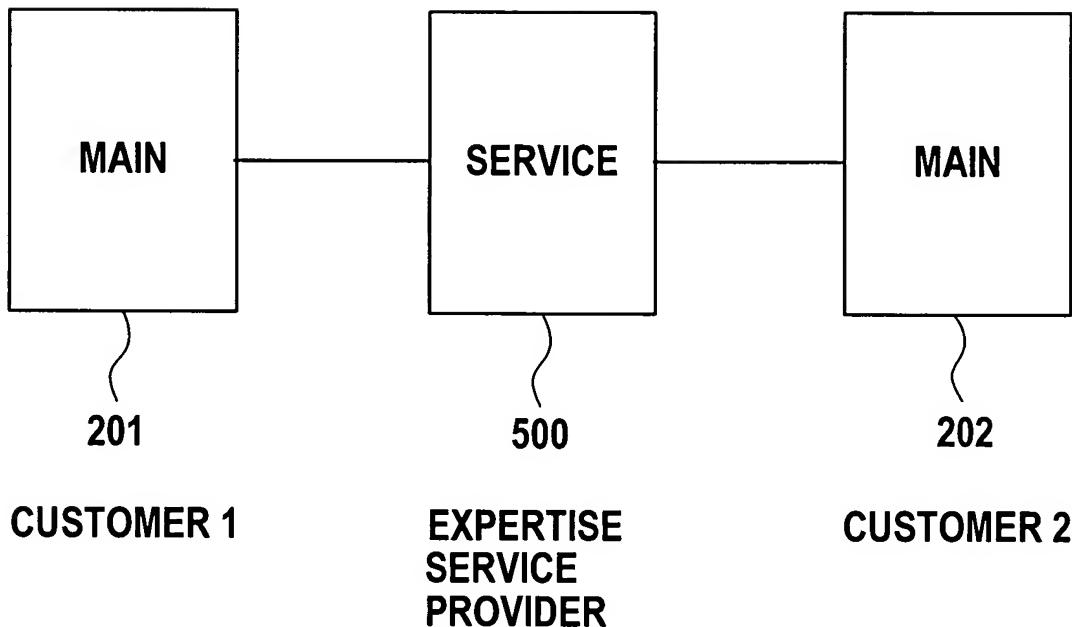
INFERENCE MODULE 340

FIG. 6



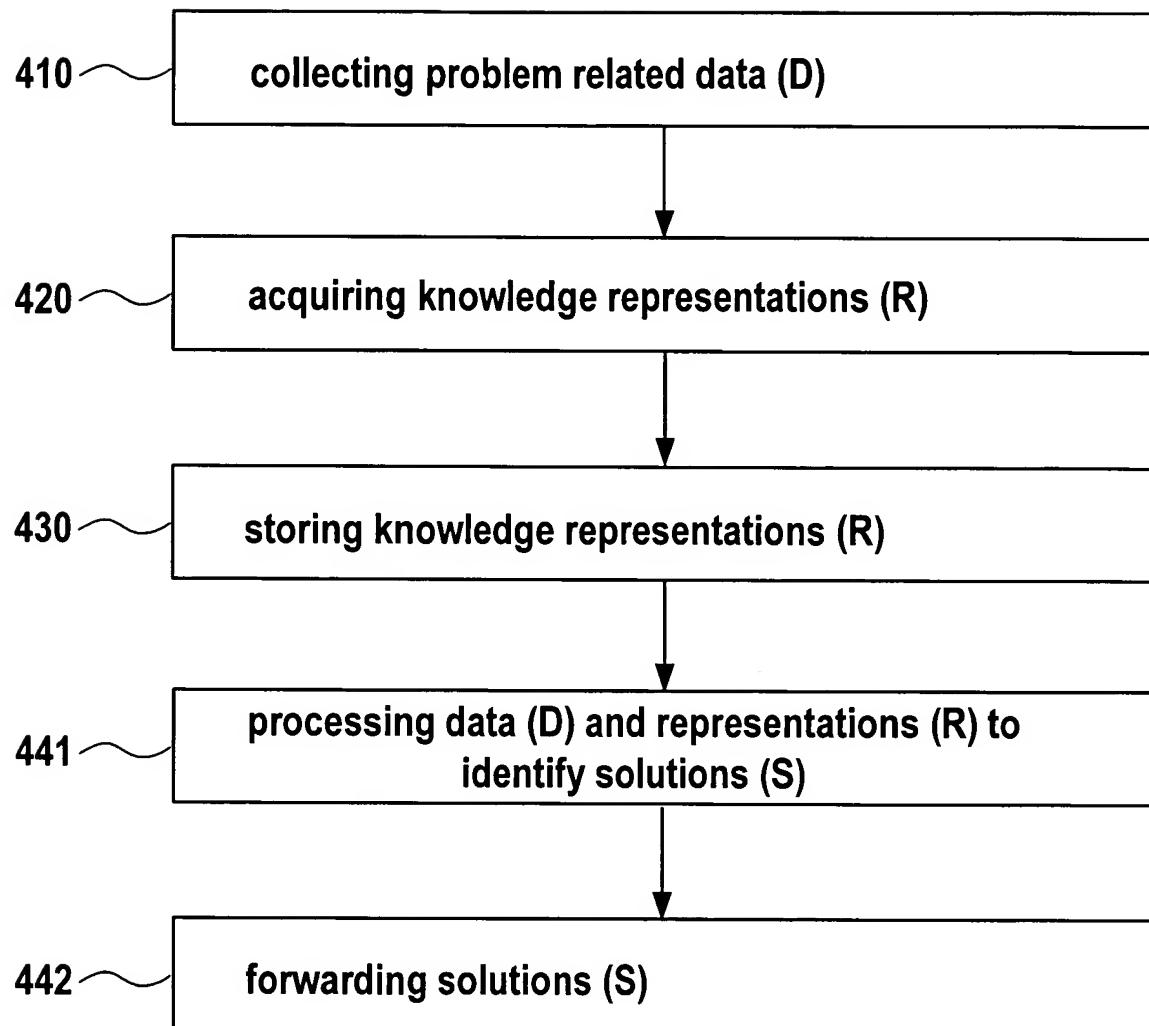
FIRST DISTRIBUTED SYSTEM LANDSCAPE

FIG. 7



SECOND DISTRIBUTED SYSTEM LANDSCAPE

FIG. 8



400

FIG. 9

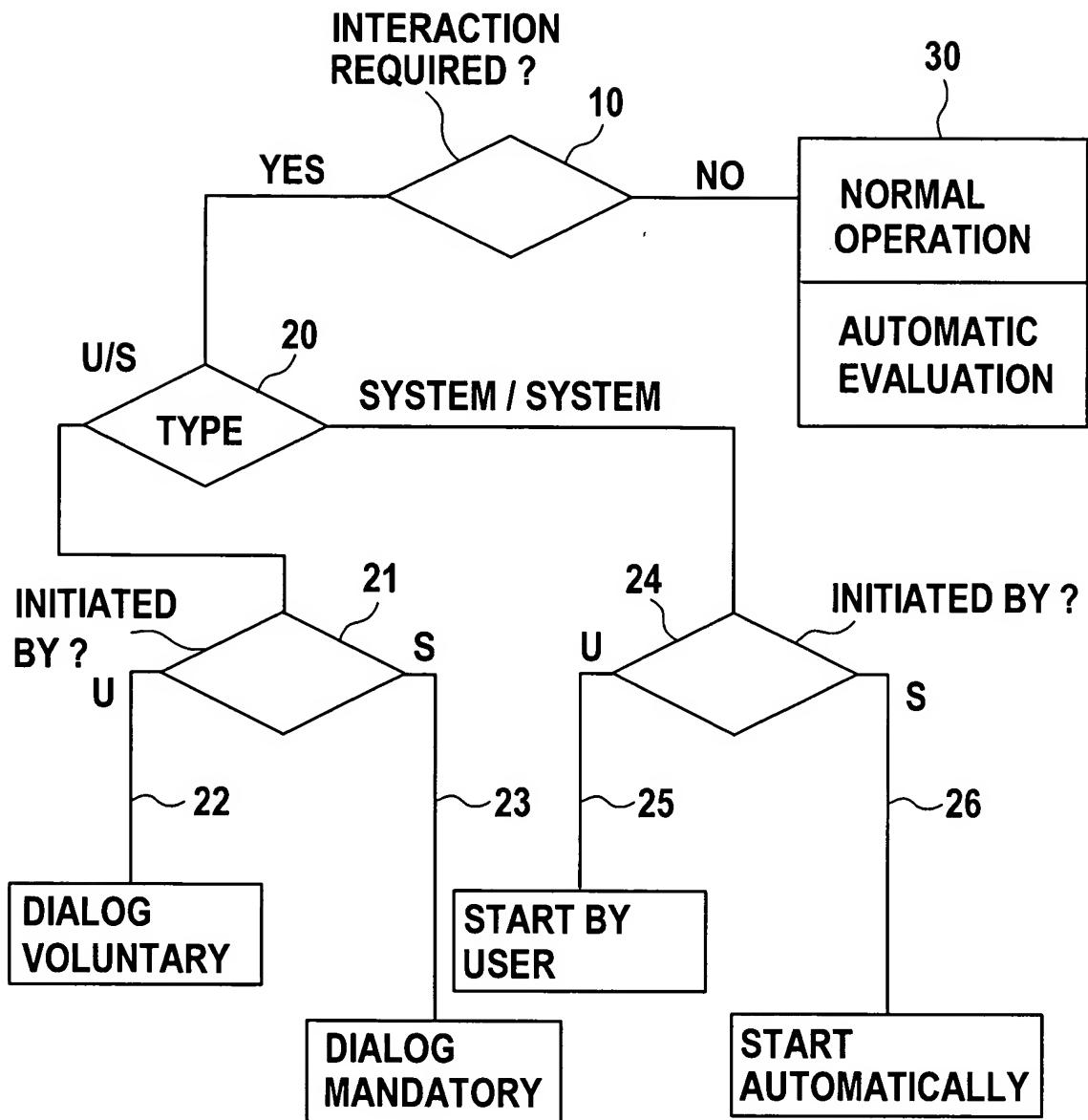


FIG. 10

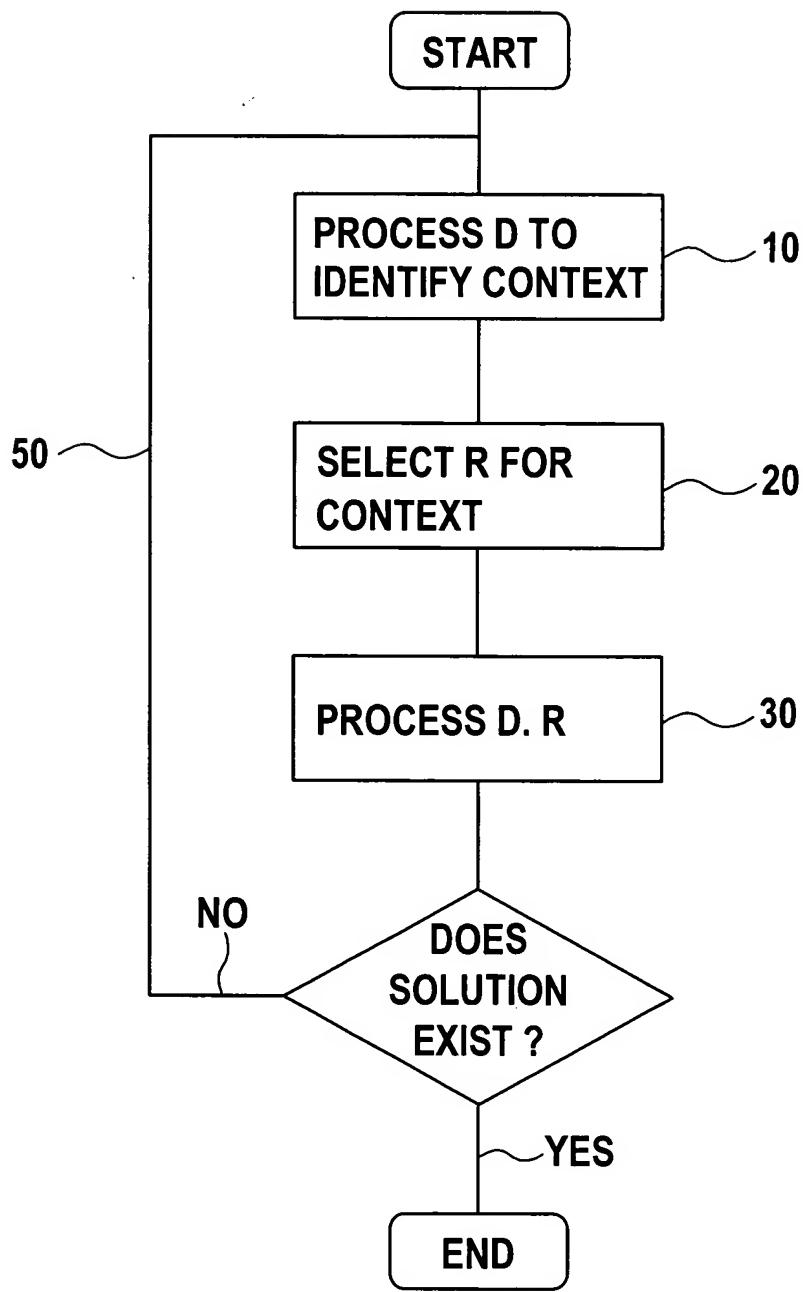


FIG. 11

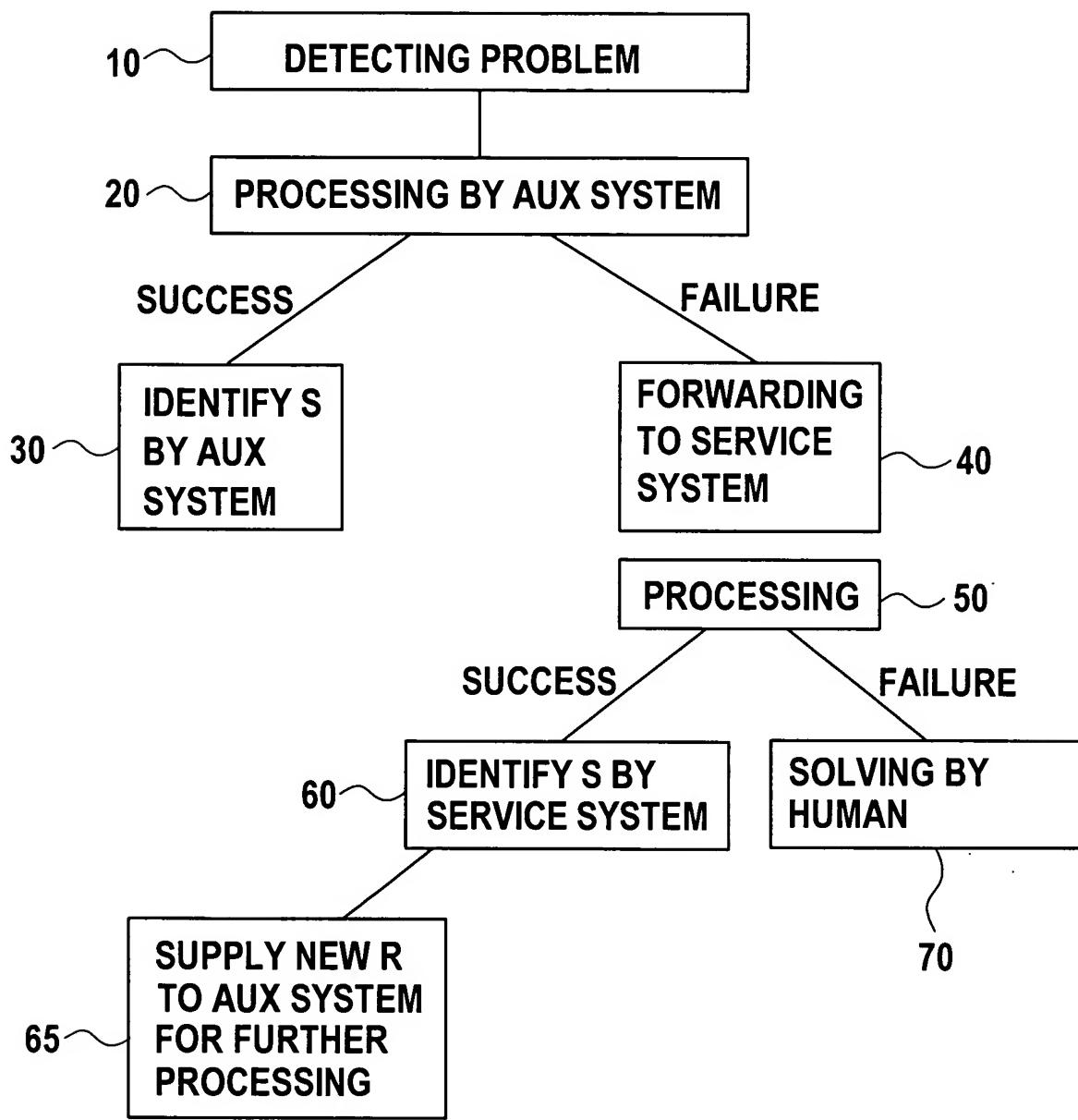


FIG. 12

MAIN SYSTEM 200 REPORTS P	USER 1000 INITIATES DIAGNOSIS MAIN SYSTEM 200 REPORTS P	AUX SYSTEM 300 PROCESSES D BUT DOES NOT IDENTIFY S	USER / EXPERT DETECT PROBLEM ENVIRONMENT	PROCESSING D, R PROBLEM ANALYSIS	SOLUTION S	ENHANCED D	FORWARDING TO SERVICE SYSTEM 500
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FIG. 13

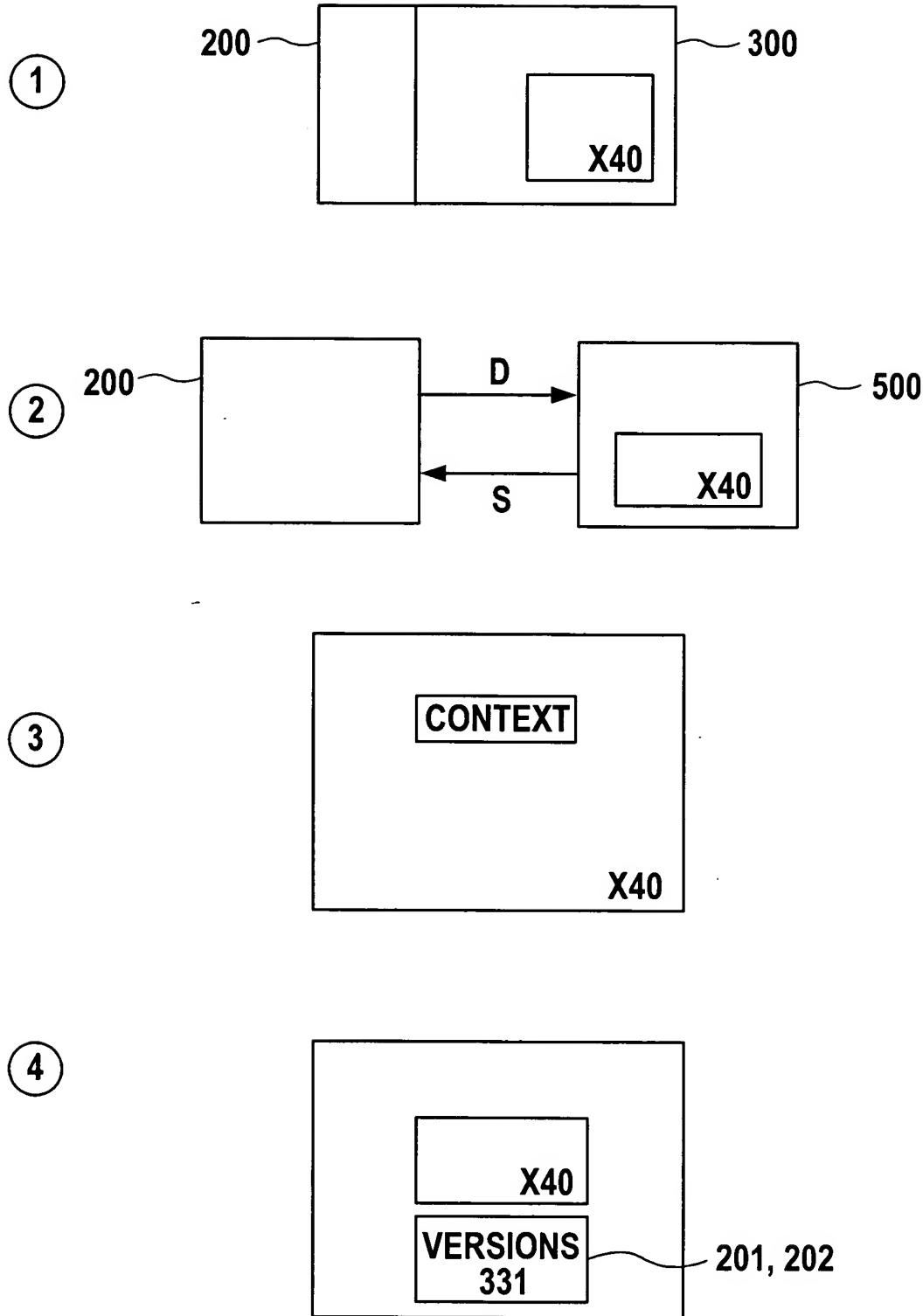


FIG. 14

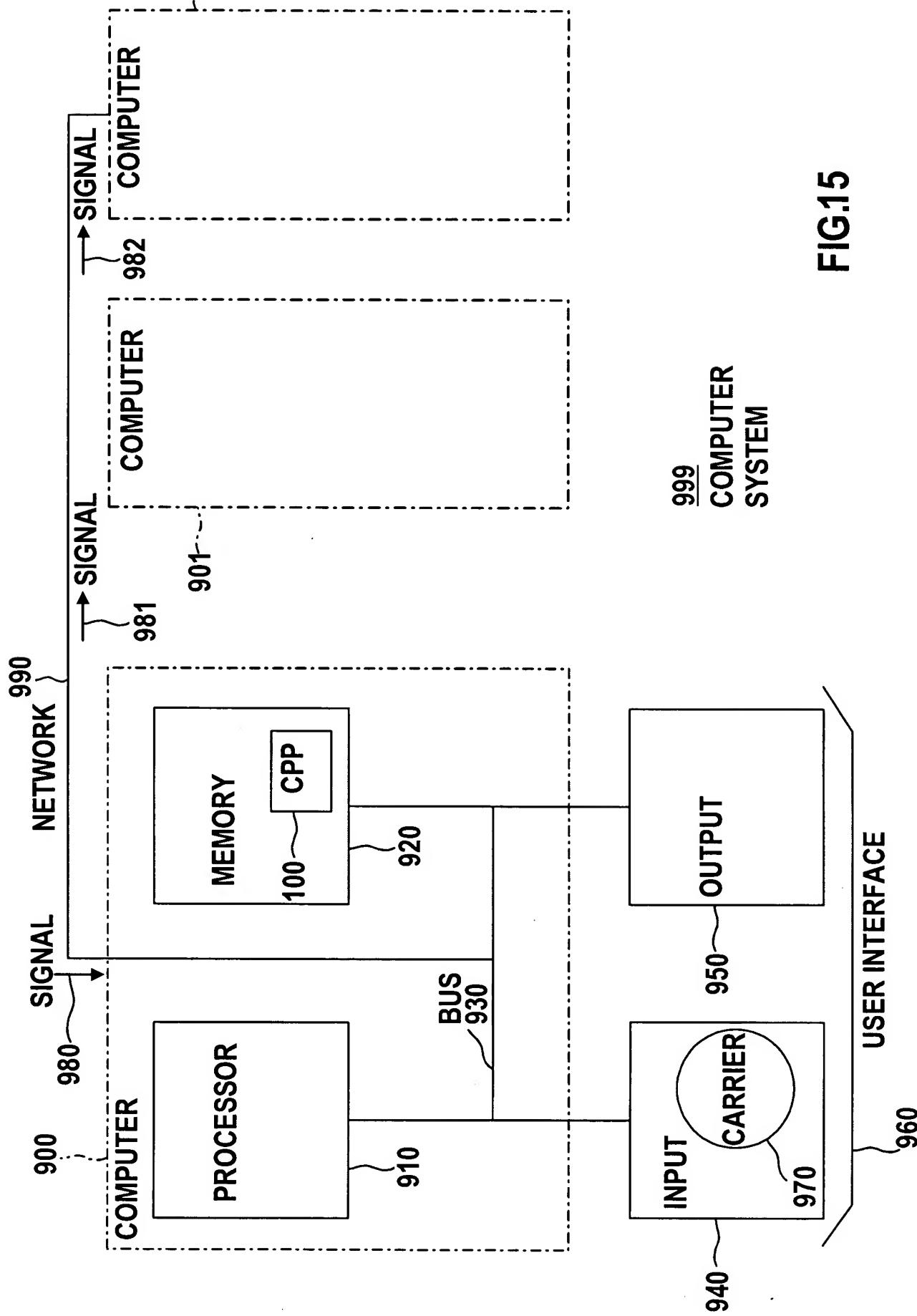


FIG.15